



MAINE
Lobstermen's Association, Inc.

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FISHING PARTNERSHIP



S U P P O R T S E R V I C E S

Maine Lobstermen's Association (in association with Fishing Partnership)

Position: Navigator; Full-time position with office in Kennebunk, Maine.

To apply: Email resume and 3 references to Patrice McCarron at patrice@mainelobstermen.org. Salary is commensurate with experience.

General Scope of Duties: Certified Navigator to provide health insurance enrollment assistance and information to commercial lobstermen and fishing communities throughout Maine. Provide extensive outreach and education through phone calls, social media, attendance at meetings and writing articles on the Health Insurance Marketplace (HIM). This position is based with the Maine Lobstermen's Association (MLA) but the Navigator works in partnership with Fishing Partnership Support Services (FPSS) of Massachusetts.

Job Responsibilities:

Health Insurance Navigator, Enrollment Assistance and Outreach

- Facilitate selections of Health Insurance Marketplace health plan and enrollment.
 - Help consumers prepare for and complete HIM application.
 - Answer questions about coverage options and cost-sharing requirement, including premiums, tax credits and financial implications.
 - Assist consumers with plan enrollment and qualified health plan (QHP) renewal through the Marketplace website and/or connect them with appropriate resources.
 - Educate consumers about changes in circumstances that may affect their eligibility for coverage and provide assistance in making changes to coverage or maintaining eligibility for coverage, as needed.
 - Make referrals to consumer assistance, ombudsman programs, Medicaid office (MaineCare) and Medicare.
- Provide complete, fair, and impartial information.
 - Provide information in a manner that is culturally and linguistically appropriate, such as to self-employed individuals with variable incomes, individuals with limited English proficiency and low literacy levels.
 - Ensure accessibility and usability of Navigator tools and functions for individuals with disabilities in accordance with the Americans with Disabilities Act and section 504 of the Rehabilitation Act.

- Maintain records ensuring compliance with state and federal regulations.
 - Maintain strict confidentiality, privacy standards and highest ethical standards with regard to non-disclosure of protected personal information.
 - Use Salesforce database (training provided) to enter, track and manage health insurance activities, including outreach activities, applications and enrollments, telephone calls, in-person meetings, emails and type of assistance provided.
- Conduct outreach and public education activities.
 - Inform commercial fishermen, consumers and small businesses about the full range of QHPs and insurance programs available through Maine's HIM in an unbiased manner.
 - Conduct and participate in outreach and enrollment events (both fishing and community related), meetings, and activities to educate commercial fishermen and consumers about Maine's HIM options.
 - Attend MLA and FPSS meetings, events and outreach activities to educate commercial fishermen about HIM options.
 - Write monthly health insurance related articles in MLCA newsletter *Landings* and provide relevant health insurance updates for MLA e-weekly email blasts and FaceBook posts.
 - Follow up with uninsured individuals to offer enrollment assistance and/or connect them with appropriate enrollment resources.
- Provide post-enrollment assistance (Access to Care) to consumers, including health insurance literacy, finding a doctor and utilizing a regular source of care.

Professional Development:

- Participate in required trainings, meetings, conference calls and professional development activities.
 - Complete federal HIM Navigator training for OE5 and FPSS Salesforce training (both provided)
 - Maintain expertise in eligibility, enrollment, insurance options and program specifications and maintain all certifications/credentials required by funding sources and regulatory agencies.
 - Participate in weekly calls with FPSS Evaluation Team to review health insurance activities and with Centers for Medicare and Medicaid Services' program officer and FPSS.
- Keep up to date on Federal, State and Local regulations governing all aspects relevant to this position.

Leadership & Teamwork:

- Collaborate with Maine health care networks and partner agencies to assure effective communication processes across agencies.
- Exhibit a positive attitude and professional, confidential and collaborative approach with supervisor, co-workers, clients, partners and community.
- Collaborate with MLA's in-house part-time Navigator on internal referrals, health insurance related activities, and Salesforce data entry.

Minimum Qualifications:

- Certified Navigator or Certified Application Counselor with previous ACA enrollment experience strongly preferred, or must complete Navigator training for OE5 within two weeks of hire by completing CMS Navigator training.
- College degree preferred. High school diploma or equivalent acceptable for certified Navigator or CAC with previous enrollment experience.
- Ability to meet MLA/FPSS background clearance requirements including criminal background check.
- Must have adequate transportation, valid driver's license and insurance and ability to travel coast-wide (approximate travel: 10%)
- Ability to lift and carry 35 pounds occasionally.

Abilities, Skills & Knowledge:

- Strong interpersonal, written and verbal communication skills.
- Knowledge and sensitivity of the needs of Maine's fishing community, both culturally and as small business owners
- Strong time management and organizational skills.
- Accurate and organized record keeping.
- Proficient skills in Microsoft Word, Excel and Outlook.

Background information:

Maine Lobstermen's Association: www.mainelobstermen.org

Fishing Partnership: <http://fishingpartnership.org/>

Maine's Health Insurance Marketplace: www.healthcare.gov